INTERVIEWING WITH

Wheels for the Wise Inc.

Recruiter Script

Read as a natural conversation

INTERVIEW FLOW

1. Who We Are
2. What We Do
3. How We Do It
4. Income and Work Structure
5. Training
6. Insurance and Other Requirements
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Purpose: Give every candidate a consistent understanding of WFTW, the driver role, compensation, training, requirements and opportunities — while giving the interviewer enough time to assess listening, reliability, empathy, judgment and fit.

Formatting guide: Bold text is intentional emphasis. Italic text in parentheses is an interviewer instruction and is not read aloud.

SECTION 1

Who We Are

Set the interview structure, establish WFTW's story, and make the listening boundary clear.

Thanks for taking the time to meet with me today.

I'm going to walk you through Wheels for the Wise, what we do, how the job works, what you can expect to earn, the training we provide, our insurance and other requirements, and finally some of the opportunities available as the company continues to grow.

I'll probably answer most of your questions as I go, so what I ask is that you let me get through everything first.

After I'm done and finished, you can ask me anything you like.

Once we've gone through your questions, I'll ask you a few quick questions as well, just to see if this is a good fit on both sides.

Sound fair?

> **RECRUITER NOTE** *Pause and wait for the candidate to agree before continuing.*

WFTW, or Wheels for the Wise, was founded in Ottawa in 2011 after our founder identified a significant gap in how Veterans and other medically eligible clients were being supported when travelling to medical appointments.

In 2013, WFTW became a registered provider with Veterans Affairs Canada, and from there we began expanding beyond Ottawa into other regions of Canada.

At one point, something happened—I don't know if you ever heard of it—called COVID. Hear about that?

> **RECRUITER NOTE** *Laugh, pause and let them respond. The line is intentionally conversational and also gives you a quick read on whether the candidate is engaged and listening.*

Like most service businesses, we took a hit during the pandemic. Once things stabilized, though, we rebuilt and continued expanding. Today, WFTW has grown from a local Ottawa service into a national organization operating across multiple provinces.

Today, WFTW specializes in Trauma-Informed Mobility Support, or TIMS.

We primarily support Veterans and other medically eligible clients who may be dealing with physical mobility challenges, mental-health conditions, chronic pain, anxiety, PTSD, or other circumstances that can make getting to and from medical appointments difficult or stressful.

We are a private, for-profit Canadian company. We are not a charity, we do not solicit donations, and neither the company nor our drivers accept tips from clients.

The important thing to understand is that although transportation is part of what we do, WFTW is not simply a transportation company.

I'll explain that difference next.

> **RECRUITER NOTE** *If the candidate begins asking questions during the presentation, politely redirect: "Absolutely, and I'll come back to that after I'm done and finished. I'll probably answer it as we go." An occasional clarification is normal. Repeatedly ignoring the request to hold questions should be noted as part of the overall assessment of listening, patience and ability to follow direction.*

SECTION 2

What We Do

Explain the service in practical terms and distinguish WFTW from ordinary transportation.

So, what do we actually do?

On paper, it sounds pretty simple.

You pick up one client at their home, take them to their medical-related appointment, remain available while they're there, and when the appointment is finished, you bring them safely back home.

But what we actually provide is Trauma-Informed Mobility Support, or TIMS, and there is a lot more to that than simply driving someone from Point A to Point B.

Many of our clients are Veterans or people dealing with physical mobility challenges, PTSD, anxiety, depression, chronic pain, or other medical circumstances.

For some clients, getting to the appointment itself can be one of the most stressful parts of their day.

Our job is to make that process as predictable, calm and straightforward as possible.

That means the client knows:

- Who is coming to get them.
- When they are being picked up.
- That their driver understands any important notes or mobility requirements.
- That they are not being rushed.
- That their driver will remain available while they are at the appointment.
- And that the same person who brought them there is there to get them safely back home.

We normally support one client at a time, so the service is focused on that individual rather than operating like a taxi, shuttle or rideshare service.

Depending on the client, that support may be as simple as providing a quiet, comfortable drive.

For another client, it may involve conversation and reassurance.

For someone else, it may mean mobility assistance getting safely to and from the vehicle or appointment.

The service adapts to the client rather than expecting the client to adapt to us.

That's really what separates Wheels for the Wise from ordinary transportation.

How Clients Pay for the Service

Now, if you're wondering how someone pays for all of this, we work a little bit like a pharmacy.

If you walk into a pharmacy with a prescription and they tell you it costs $500, you might say, "I have insurance." They process your coverage, and suddenly the insurance company is paying for some or all of it.

We operate similarly.

Many Veterans have Health Related Travel as part of their Veterans Affairs Canada coverage, and other individuals, perhaps people with disabilities, may have programs that cover some or all of a person's medical travel needs.

Where applicable, WFTW can bill through the appropriate program rather than requiring the client to manage all of that paperwork themselves.

The important thing for you as the driver is that you are not collecting fares, negotiating prices or dealing with client billing.

Your responsibility is the client and the service.

The office handles the administration behind the scenes.

So that's what we do.

The next part is how we actually do it, because that's where the driver, our Client Care Centre, our systems and our training all work together.

SECTION 3

How We Do It

Show how the driver, client information, WFTW systems and the Client Care Centre work together.

So how do we actually provide that level of support consistently?

It starts before you ever arrive at the client's home.

WFTW uses a scheduling and job-management system called Kickserv. That's where you'll see your assigned jobs, client information, appointment times, addresses and any important notes you need to know before you arrive.

Those notes can be extremely important.

For example, you might see:

"John Smith, 65, uses a cane, enjoys chatting on the drive."

Or:

"Jane Doe, 60, prefers a quiet ride, avoid talking about family."

That information helps you walk into the job already knowing a little bit about the person you're supporting instead of expecting the client to explain everything to you when you arrive.

You, as the driver, are the face of Wheels for the Wise. In many cases, you may be the only WFTW employee the client ever meets in person.

But you are not working completely on your own.

Our Client Care Centre supports the clients and drivers behind the scenes, helps coordinate appointments and communication, and is there when something changes or you need assistance during a job.

The driver's responsibility is to be prepared, arrive when expected, read the client notes, communicate appropriately with the office and then adjust their approach to the person in front of them.

Some clients love conversation. Some want silence. Some are very social, some are anxious, some will talk your ear off about sports or road work, and some just want to stare out the window and breathe.

There isn't one personality type that makes a good WFTW driver.

What matters is empathy and being able to read the room.

If the client wants to talk and joke, you meet them there.

If they're quiet or tense, you give them space and keep things calm.

Some of our best drivers are absolute chatterboxes—very social, big personalities—but they are tuned in enough to recognize when the client isn't in the mood and adjust.

That ability to adapt is a major part of Trauma-Informed Mobility Support.

We also use Tallie for mileage and expenses. You'll use it to submit the information required for reimbursement and payroll.

You do not need to be a technology expert, but you do need to be comfortable using a smartphone, following instructions and working with basic apps.

We train you on the systems you'll need to use.

The office helps prepare the job. Kickserv gives you the information. You prepare before you arrive. The Client Care Centre supports the job behind the scenes. And you provide the calm, professional, individualized support the client experiences in person.

SECTION 4

Income and Work Structure

Be extremely clear about casual hours, weekday availability, hourly pay, mileage and minimum pay.

Now let's talk about the work itself and how you're paid, because I want to be very clear about this upfront.

First, this is a part-time, casual position.

It is not a full-time job and there are no guaranteed minimum hours.

The amount of work can vary quite a bit depending on your region, client demand, your weekday availability and how flexible you are.

In a slower week, a driver might only work 0–8 hours. Another driver might work 12–16 hours, and in busier regions some drivers may work 25–35 hours or more.

But none of that is guaranteed.

This position works best for someone who has flexibility during the week and is looking for meaningful part-time work.

If you need a guaranteed number of hours every week, guaranteed income, or you need to start earning money immediately, this probably isn't the right position for you.

You contact your manager, who enters your availability into Kickserv, and the following week's schedule is normally released every Friday evening.

The more weekday availability you have, the more opportunity we generally have to assign work to you.

Even though the position is flexible, we do require that you generally have 3 or 4 full weekdays available each week, not including weekends. That doesn't include normal things like vacations, personal appointments or planned days off—there's lots of flexibility for those.

How You Are Paid

Our standard compensation structure is:

RECRUITER NOTE *Pause here and make sure you have their attention.*

$18.00 per hour, plus $0.40 per kilometre in mileage reimbursement.

Let me give you a really simple example because sometimes people hear "$18 an hour" and don't understand how the mileage works with it.

Let's say you're working for one hour and drive 100 kilometres during that time on the local highway.

You would receive:

- $18.00 for the hour.
- $40.00 in mileage reimbursement—that's $0.40 per kilometre for the 100 kilometres.

So in that example, you would receive $58.00 for that one hour of driving.

Obviously, every trip is different. Some are longer, some are shorter, and some involve considerably more waiting time.

You don't have to calculate the mileage yourself. Tallie uses the trip information and Google Maps to calculate the applicable kilometres and mileage reimbursement, and we'll train you on how to submit it properly.

Minimum Pay

There's another part of our compensation structure that's important to understand.

As I mentioned earlier, we work with people who may be dealing with PTSD, anxiety, depression, chronic pain and other medical challenges.

Sometimes a client simply has a bad day and cannot make it to their appointment.

We understand that, and we also recognize that our driver has already committed their time.

If you leave your driveway, pick up the client, take them to the appointment and return them home, we normally pay a minimum of four hours, even when the actual trip is shorter.

If you leave your driveway, arrive at the client's home and the client decides they simply cannot attend the appointment that day, we normally pay a minimum of three hours.

So while we cannot guarantee how many jobs or hours you will receive in a week, once you've committed your time to an assigned job and have left your home, we try to make sure you're reasonably compensated for that commitment.

This is flexible, part-time casual work with no guaranteed hours, but once you have left home for an assigned job, you're paid your hourly wage plus applicable mileage reimbursement.

SECTION 5

Training

Explain that training is about becoming a WFTW driver—not relearning how to drive.

Now let's talk about training.

We're not teaching you how to drive—you already know how to do that. What we are teaching you is how to be a Wheels for the Wise driver.

Our training is designed around the actual job and includes:

- Trauma-Informed Mobility Support, or TIMS, including how to support clients who may be dealing with PTSD, anxiety, cognitive or physical challenges, chronic pain, or other medical circumstances.
- How to use Kickserv and Tallie properly.
- WFTW policies, procedures and service expectations.
- Communication with the Client Care Centre and your manager.
- Timing, documentation and what is expected before, during and after a job.
- Mobility assistance and safe client support where required.

A large portion of the initial training is completed online, so you can work through it at your own pace within the required timeframe.

Once that portion is completed, there is also in-field training and assessment.

That is where a Regional Manager or Team Lead works with you directly and assesses whether you can actually apply what you learned—not simply whether you passed an online course.

We also assess your understanding of Kickserv, Tallie and company policies, as well as how you perform in the field.

Those assessments are documented through our Training App, so there is a consistent training and assessment standard across the company.

There is also a follow-up assessment after you have had some time working in the role. The idea is to make sure you are not only comfortable when you start, but that you are applying the training properly once you are actually working with clients.

Training does not end just because you completed an online course.

We want you to understand the systems, understand the expectations, and be able to demonstrate that you can safely and professionally support a WFTW client in the field.

We give you the training and tools to do that, and your manager and the Client Care Centre are there to support you as you get comfortable in the role.

SECTION 6

Insurance and Other Requirements

Set realistic expectations about insurance, required checks, the vehicle and technology.

Now there are a few requirements we need to go through, and insurance is one of the biggest ones.

Because you are using your own vehicle to transport clients for work, your auto insurance has to properly allow for that type of use.

Depending on the province and the insurer, that may mean a specific endorsement, business-use coverage, or another form of approval that allows you to transport passengers for work.

And I want to be very honest about this part:

Not every insurance company will cover this type of work.

Some are very straightforward.

Others may require several phone calls or emails.

And in some cases, you may need to switch insurance providers.

It can sometimes take 3–6 weeks to get the insurance sorted out.

So again, if someone needs to start working immediately or needs guaranteed income right away, this probably is not the right position.

If we decide to move forward with you, we will send you clear instructions explaining what you need to ask your insurance company for.

If your current insurer cannot provide the required coverage, we may also be able to point you toward brokers or insurers that have worked with this type of coverage before.

If the required insurance endorsement increases your premium for the same level of coverage, WFTW may reimburse the approved additional cost, typically over a 12-month period.

Driver's Abstract and Vulnerable Sector Check

There are also two documents we require:

- A driver's abstract.
- An approved Vulnerable Sector Check, or VSC.

RECRUITER NOTE *Must be read.*

When I say approved, I mean something that reasonably satisfies our insurance requirements, our contracts, and our obligations when working with vulnerable people.

We review these on a case-by-case basis, but if someone cannot obtain an acceptable driver’s abstract or Vulnerable Sector Check, we generally cannot move forward.

Depending on where you live, these documents can take a few weeks to obtain, so that can also affect how quickly the onboarding process moves.

They also need to be renewed periodically, and we will remind you when that is required.

Vehicle and Technology Requirements

We also expect you to have:

- A clean, safe and well-maintained vehicle.
- A clean interior and exterior when working with clients.
- Comfort with basic vehicle sanitization.
- A reliable smartphone.
- The ability to use basic apps, email and text messaging.
- The ability to follow WFTW policies, scheduling systems and service standards.

None of these requirements are meant to make the process difficult.

They are there because you are working independently with clients, often people who may be vulnerable, and we need to know that the driver, the vehicle and the documentation all meet the standard required for the work.

SECTION 7

Advancement Opportunities

Be realistic: the position is driver first, with opportunities possible as WFTW grows.

The last thing I want to touch on is advancement.

This is a part-time casual driver position, and that is what we are hiring for today.

That said, Wheels for the Wise continues to grow, and as we expand into new regions and add more clients and drivers, new opportunities do come up.

Many of those opportunities are best filled by people who already understand our clients, our systems and how WFTW operates.

Depending on the needs of the company and your own interests and performance, opportunities may include things like:

- Helping train or support other drivers.
- Taking on additional operational responsibilities.
- Becoming a Team Lead.
- Moving into Regional Management or other company roles as opportunities become available.

There are obviously no guarantees of advancement, but we do like to develop good people from within when the opportunity makes sense.

So if you come into this role, do it well, understand the company and want to take on more responsibility over time, there can absolutely be opportunities to grow with WFTW.

SECTION 8

Candidate Questions & Interview Ending

Give the candidate their question period, ask the four qualifying questions, then use the correct ending.

Your Questions

Okay, that gives you the full overview of who we are, what we do, how we do it, how the income works, the training, the insurance and other requirements, and the opportunities that may exist as the company grows.

As I mentioned at the beginning, now that I'm done and finished, you can ask me anything you like.

What questions do you have for me?

> **RECRUITER NOTE** *Answer the candidate's questions before continuing.*

Questions for You

Thanks for those questions.

I just have a few quick questions for you on our side.

1. On a scale of 1–10, what is your interest level in this opportunity after hearing everything we've gone through?

> **RECRUITER NOTE** *Let them answer, then ask: "Why?" We are generally looking for 7s, 8s and 9s. Pay attention not only to the number, but to how they explain it.*

2. We don't need them today, but we do require an acceptable driver's abstract and Vulnerable Sector Check. Is there anything that may appear on either of those that you think we should know about now?

3. Ignoring normal planned time off—vacations, appointments and things like that—are you generally available for at least 3 or 4 full weekdays each week, Monday to Friday?

> **RECRUITER NOTE** *If necessary, clarify that weekends do not count toward the 3–4 full-day availability requirement.*

Conclusion — Move Forward

Thank you for taking the time to meet with me today.

Based on our conversation, I'm comfortable moving forward with you, but we don't make that decision together on the spot.

What I'd like you to do is go home and give the position some thought. Talk it over with your spouse, significant other or family if you want to.

Take the next 24 hours and make sure this is something you actually want to do.

> **RECRUITER NOTE** *Give the candidate your manager's business card.*

If, after you've had some time to think about it, you would like to move forward, text or email the regional manager tomorrow using the contact information on the attached card.

Once you let them know you want to proceed, we will send your information to our Onboarding and Compliance team.

They will then send you the step-by-step onboarding process, including the insurance requirements, required documents and training.

They are there to help you through the process, but please remember that onboarding can take some time, particularly because of insurance and the required documents.

And keep an eye on both your inbox and your Junk or Spam folder, because occasionally those emails can end up there.

If you go home, think about everything we've discussed and decide this isn't for you, that's completely fine.

We would much rather you make that decision now than start the onboarding process for a position that isn't going to work for you.

Thank you again for your time.

Conclusion — Do Not Move Forward

Thank you very much for taking the time to meet with me today.

We're interviewing a number of people and are only able to move forward with a certain number of candidates based on our current regional needs.

We'll be contacting the candidates selected to move forward after the interviews are completed.

If you don't hear from us, please understand that our decision is based on the overall requirements of the position, including availability, current business needs and regional demand.

Thank you again for your interest in Wheels for the Wise, and I wish you all the best going forward.

Recruiter Note — Interview Ending

Do not pressure a candidate to make a decision during the interview.

For candidates you are recommending to move forward:

- Give them your manager's business card.
- Give them approximately 24 hours or 1 day to think about the position.
- Have them contact the Regional Manager if they want to proceed.
- Do not chase the candidate the following day for an answer.

Their willingness to follow through and contact you as instructed is also useful information about their interest, communication and reliability.

SECTION 9

Recruiter Notes — Not Read Aloud

Use the entire interview—not only the final four questions—to assess fit.

The interview script is designed to do two things:

1. Clearly explain WFTW and the position.
2. Give you enough time with the candidate to determine whether you would be comfortable having that person represent WFTW and work independently with one of our clients.

Do not just listen to their answers. Pay attention to how they behave throughout the entire interview.

Availability and Reliability

Do they actually have 3 or 4 full weekdays available, or does their schedule already sound difficult to work around?

Do they appear organized and reliable?

If they already have multiple regular commitments that will interfere with weekday availability, don't assume it will somehow improve once they are hired.

Listening and Following Direction

At the beginning of the interview, you specifically ask the candidate to let you get through the presentation and hold their questions until you are done and finished.

An occasional clarification is normal.

Repeatedly interrupting, ignoring that request, or continually trying to take control of the interview should be considered when assessing their ability to listen and follow direction.

Also pay attention to whether they appear engaged throughout the interview.

The conversational questions and humour in the script are intentional. Their reactions can help you determine whether they are actually listening and interacting with you.

Attitude Toward Clients

Listen to how they talk about other people.

Do they naturally demonstrate empathy, patience and flexibility?

Or do they appear easily frustrated by people who may be anxious, quiet, slow, confused or disorganized?

Remember, there is no single personality type we are looking for.

A very outgoing person can be an excellent WFTW driver, and so can a quieter person.

What matters is whether they appear capable of reading the client and adjusting themselves accordingly.

Patience With the Process

We deliberately explain that insurance, documents and onboarding can take time.

Watch their reaction.

If they need immediate income, become frustrated with the process before it has even started, or seem unwilling to deal with insurance and documentation requirements, they may not make it through onboarding or may become frustrated once working.

Technology and Following Systems

They do not need to be a technology expert.

They do need to be comfortable using:

- A smartphone.

- Apps.
- Email.
- Text messaging.
- Kickserv and Tallie after training.

More importantly, they need to be willing to follow established WFTW systems and procedures rather than developing their own way of doing things.

Professional Judgment

Ask yourself one simple question at the end of the interview:

Would I be comfortable sending this person alone to support one of our clients?

If the answer is no, or even if you have a significant hesitation that you cannot explain away, do not move them forward simply because you need another driver.

We can always continue recruiting.

The 24-Hour Follow-Through

If you recommend the candidate to move forward, give them your manager's business card and instruct them to contact the Regional Manager after they have had approximately 24 hours to think about the position.

Do not chase them.

Whether they follow the instruction and contact you is useful information about:

- Their actual level of interest.
- Communication.
- Reliability.
- Ability to follow a simple instruction.

Final Decision

Use your judgment based on the entire interview, not simply whether the candidate gave the "right" answers to the four questions at the end.

A candidate can say all the right things and still give you reasons throughout the interview to believe they are not a good fit.

Likewise, don't look for perfection.

The objective is to identify someone who is reliable, available, empathetic, professional, coachable and capable of following WFTW's systems while adapting appropriately to the individual client.